

State Enhanced 9-1-1

Advisory Committee

Meeting Minutes

January 19, 2006

- **Members Present:**

Chair. Chris Fischer, APCO

Vice-Chair, Steve Reinke, *Rural Counties-East*

Mike Akin, *Association of Cities - West*

Dan Aycock, *Member at Large*

Dave Carlberg, *Washington State Association of Fire Chiefs*

Joseph Coultsman, *Fire Protection Policy Board*

Marlys Davis, *King County*

Stephanie Fritts, *Rural Counties - West*

Steve Lich, *Washington Fire Commissioners Association*

Chris Mace, *Washington Association of Sheriffs and Police Chiefs*

Jeanne Massingham, *Washington State Emergency Management Association*

Lynn Mell, *T-Mobile USA - Wireless*

Lorlee Mizell, *Urban Counties, East*

Jim Quackenbush, *National Emergency Number Association (NENA)*

Eric Torgeson, *Verizon*

Markus Volke, *Qwest*

Deb Welsh, *Urban Counties - West*

- **Alternate Members Present:**

Brad Miller, *Washington State Association of Counties - East*

Jim Ricks, *Rural Counties West*

Patti Vonbargen, *Association of Washington Cities – East*

Mark Freitas, *Alternate WFCA*

- **Guests Present:**

Ben Keller (*Garfield*), Pam Boad (*Mason County*), Kate Rico (*Lewis County*), Kathy Miller (*Qwest*)

- **County Coordinators Present:**

Kellie Ottmar (Adams), Wayne Barnhart (Chelan), Naomi Riggins (Clallam), Roger Trump (Columbia), Cindy Barnes (Cowlitz), Jerry Corder (Douglas), Rose Parr (Ferry), Virginia Boyd (Garfield), Mary Allen (Grant), Peggy Fouts (Grays Harbor), Donna Hamlin (Jefferson), Marlys Davis (King), Richard Kinton (Kitsap), Shirley Chapple (Klickitat), Michael Strozyk (Lewis),

David Rodriguez (Okanogan), Jim Ricks (San Juan), Deb Walsh (Skagit), Dave Cox (Skamania), Frith Sellers (Snohomish), Debby McCanna (Stevens), Dan Bardsley (Wahkiakum).).

- **State Office Staff Present**

- Bob Oenning, Dave Irwin, Bruce Baardson, William Boyd, Lorri Gifford, Blessing Guillermo, and Kristin Ramos

- **Welcome and Introductions**

- Chris Fischer called the meeting to order at 9:30 a.m. Members and guests introduced themselves.
- Announcement: Look for Lynn Mell's article in January 2006 APCO magazine.

- **Review and Approval of the Minutes** (17 November, 2005):

- Dan Aycock moved to accept as written the minutes of the 16 January 2006 meeting. Steve Reinke seconded the motion.
 - Discussion – Lynn Mell was listed twice in the previous minutes.
- The motion carried.

- **Old Business – Chris Fischer**

- Bob Oenning, Jim Quackenbush, Doug Welsh, Jim Ricks, and others are in Olympia testifying on behalf of the Advisory Committee to encourage the legislature to extend the Advisory Committee as it currently exists.
- No old business to state at this time.

- **Subcommittee Reports**

- **Wireless – Marlys Davis**

- **Introduction of William Boyd and the Federal Commissions (FCC) Report**

- [ENCL 1]

- Michael J. Copps and Deborah Taylor Tate sworn in as FCC Commissioners.
- Report to Congress on the study to assess short-term and long-term needs for allocations of additional portions of the electromagnetic spectrum for federal, state, and local emergency response providers.
- FCC Releases Notice of Proposal Rule Making on Telephone Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities – Access to Emergency Services.
- The waiver of the emergency (911) call handling requirement for providers of Video Relay Service (VRS), a form of telecommunications relay service (TRS) expired on January 1, 2006.
- The FCC released a report entitled *Quality of Service of Incumbent Local Exchange Carriers*.
- FCC Chairman Kevin J. Martin appointed members to serve on the Commission's Independent Panel Reviewing the Impact of Hurricane Katrina on Communications Networks.

- **Service Agreements Spreadsheets – Marlys Davis**

- Phase I and Phase II Service Agreements [ENCL 2].
 - Combined AT&T/Cingular Service Agreement. They will no longer seek cost recovery and still need to amend Agreements to reflect this decision.
 - Sprint PCS and Nextel will continue to use existing Agreements.
 - US Cellular has no report.
 - Carol Losey is in charge of changes.
 - Next cycle is June 30.
- Phase I/Phase II Costs
 - Carrier Cost Recovery – Bruce Baardson
 - This will not continue next year. Most carriers are already collecting from the customer.
- Phase I Implementation Issues
 - County Phase I Order Status
 - Counties and carriers are encouraged to submit updates to Blessing Guillermo at b.guillermo@emd.wa.gov or fax 253.512.7202.
- Default Routing
 - William Boyd reported that the State Office is working on a WAC to designate Washington State Patrol PSAPs as default PSAPs, so they are eligible for wireless funding. The State Office is still waiting for the review from the Attorney General's Office.
- Phase I Class of Service
 - Several carriers reported that all of their records should be repaired. They have requested a new report from Intrado.
- Phase II Implementation Issues
 - County Phase II Order Status
 - Counties and carriers are encouraged to submit updates to Blessing Guillermo at b.guillermo@emd.wa.gov or fax 253.512.7202.
 - The State Office is preparing to send out another press release on Phase II and were asked to hold off on the release until the end of this month (January) because the wireless carriers have their reports due to the FCC and consistency in reports is recommended.
 - Blessing is receiving conflicting information from counties for the press release than what has been reported on the status spreadsheets. She is working to bring those in sync. Information should be double checked for accuracy.
 - Ali Datastream Upgrade to PSAPs
 - William Boyd is continuing to work on the FCC registry and has discovered that there are various military PSAPs around the state and is making an effort to identify them for listing. The carriers requested that those be considered as part of the county of location regarding implementation.
- Other Implementation Issues

- PSAP Training
 - The PowerPoint training presentation is complete.
 - A statewide statistic on accidental misdials requires total wireless calls to get the statistics.
- Wireless Phones Locking - Discussion
 - There have been reports by troopers who stated some people did not receive call backs.
 - All carriers should check into how their phones perform after making a 911 call and going into emergency mode. The issue is that PSAPs cannot call these phones back.
 - Should a public information statement be issued? – Discussion
 - Public service announcement should be created by the State Office.
- Qwest ALI Datastream Modification
 - Peggy Fouts reported that Qwest is able to move wireless call-back phone number in ALI stream to phone number field and download to CAD without modifications.
 - Positron equipment latest software allows the ALI display so that the number appears in the telephone number field, which populates the redial field so that the previous number can be called back.
- Wireless Call Statistics
 - Tracking wireless calls from Intrado reports on various types of wireless calls (Phase I, Phase II, Non-initialized, Cell, WRLS), when compared to MIS reports of calls on wireless trunks there are significantly fewer calls. There is suspicion that the extra wireless calls are coming in on wireless trunks but not being counted.
- Prepaid Wireless 911 Taxes - Discussion
 - DOR was supposed to document basis for collecting on prepaid so counties could have prosecutors review to see if counties can also collect on prepaid.
 - State Office is requested to verify the interpretation of state law in the collection of wireless taxes.
 - Verbal opinions have been requested to put in writing.
 - Some wireless carriers explain that taxes are collected at the sale of the wireless phone.
 - Prepaid phone taxes are added into the paid. The question is if the tax is passed to the consumer or paid by the carrier.
 - The law specifies collection (or remittance) of taxes on a monthly basis.
 - There have been fraudulent requests from people who are not PSAPs asking for information. Carriers cannot provide information to those who are not PSAPs.
 - There has been a news report that lists of call records are for sale for \$100.00.

- There have been some reports of citizens getting 911 calls and other misdirected calls on their cell phones.
 - ESRKs have been used which were previously numbers given out to customers.
- VoIP Report
 - Status of Federal Bill S. 1063
 - This Bill is carried over to next year in Senate.
 - VoIP Service Agreement
 - Language will be added to the CLEC Service Agreements to address VoIP and a meeting is scheduled with the prosecutor.
 - State VoIP E-911 Taxation Study
 - There is a proposed timeline change to one year recommended to the Legislature.
 - State Office plans for study
 - Bruce will check to determine if the request was sent for a change to a one year study.
 - Just to obtain study authorization can use three of the twelve months.
 - A one year study could ultimately only provide six months of project time.
 - VoIP Implementation
 - VoIP ALI Display
 - There is a problem with the customer name.
 - Wireline last name, first name, then middle initial.
 - VoIP displays some first name and last name causing problems with CAD.
 - Extra space required in the street name field.
 - Call back number appears in Telephone Number Field.
 - VoIP Class of Service added.
 - P-ANI appears in Pilot Number Field.
 - PSAP call takers should be trained that this is the routing number, and this is important for troubleshooting problems.
 - Qwest authorized the VoIP Positioning Center vendor to self-manage a pool of P-ANI.
 - These are dialable numbers.
 - TCS indicated that it will take 3-4 years to replace these numbers with 211 and 511.
 - Vonage will not address this issue until they have tested the implementization live.
 - Problems with testing
 - Incorrect list of PSAPs.

- VoIP providers do not understand 911 testing rules and do not follow agreed upon schedules.
 - Vonage letter to Governor
 - Mr. Oenning will draft a letter to Vonage and CC NASNA regarding the lack of statewide implementation of VoIP.
 - Other VoIP Issues
 - Intrado Testing
 - 1st test is the shell records.
 - 2nd test is the ESQK.
 - TCS testing is all at once.
 - There could be a programming error on 1 ESQK.
 - Other Business
 - Continuity of Operations Planning – Pandemic Flu
 - Identify services received from others.
 - Vendors who support E-911 System need to develop plans.
 - LECs (Qwest, Intrado, Verizon, Sprint)
 - Equipment Vendors (Positron, Plant)
 - Wireless Carriers
 - Concern over whether 911 customers would receive priority of service and if TSP would take effect.
 - 911 Harassment Law
 - Too late for this session.
 - Wireless Workgroup moved to Federal Way from Seattle.
 - **Training – Chair Chris Fischer**
 - Training subcommittee meeting on January 3, 2006.
 - Ensure that meetings are well published and encouraged county coordinator interest in the direction of the telecommunicator training program.
 - Meeting minutes will be included in Advisory Committee meeting packets.
 - Bruce Baardson will send the minutes electronically.
 - There have been multiple requests for training and discussion ensued on how to prioritize attendance to the tele-communicator training classes.
 - **Public Education – Peggy Fouts**
 - The committee completed the latest brochure which addresses the PBX issue [ENCL 3].
 - It summarized how schools can assist communication centers.
 - Hotels can benefit as well, as the impact is the same.
 - Positive feedback has been received for the PBX brochure.
 - To obtain PBX brochures:

- Contact Kristin at the State Office at k.ramos@emd.wa.gov and she will have them sent.
- Discussion over who was responsible for inspection, enforcement, and compliance.
 - Joseph Coultman stated that each city and county has their own regulatory codes.
 - Steve Lich cited inconsistent regulations and Joseph Coultman will look into these allegations.
 - It is vital to know from where emergency calls originate.
 - Failure to comply could yield negative consequences.
 - Difficulties lie in rural areas with no inspection or regulatory guidelines.
- **State Office Staff Reports**
 - **Financial Status – Lorri Gifford**
 - FY06 Wireline and FY06 Wireless Fund Status Year to Date [ENCL 4].
 - Wireless miscellaneous will be spent and is set aside for State services.
 - Verizon contract is under legal review.
 - Indirect to the Department: 144% spent is a financial inaccuracy caused by coding error.
 - Frame Relay: 153% spent due to increased costs caused by contractual amendment.
 - Statewide services: 66% of the budget due to the billing and contract methods. The projections and allotments are based on past practices.
 - William Boyd will address inaccuracies.
 - Mr. Oenning noted that some costs are higher than initially anticipated. Projected costs are based upon previous expenditures.
 - **National/Legislative – Bob Oenning**
 - Not a lot is occurring at the national level.
 - The FCC is still determining the success rate of VoIP.
 - One major issue is beginning best practices for doing business for PSAP technology issues. (Generators, UPS, etc.)
 - NRIC website – www.nric.org provides a lot of vital information.
 - State Legislative Bills
 - House Bill 2543
 - Senate Bill 6217
 - Approval for extension of of Advisory Committee
 - If the bill does not pass, then November will be the last meeting.
 - Bob Oenning expressed appreciation for those who represented the Advisory Committee at the hearings.
 - Dave Irwin has website addresses for tracking bills. Contact d.irwin@emd.wa.gov for details.
 - Senate Bill 6433 – This is a long-term funding bill for emergency management. It will impact 911 directly in the long run by placing a fee on property insurance. There are controversial provisions and the writing of the final substitute bill is still in the works.

- Legislative letters by Bob Oenning in November 17, 2005 minutes placed under Action Items.

- **New Business – Chair Chris Fischer**

- **211 Operations & E911 – Bob Oenning**

- The 211 system puts in place access to the same services for social services which already exist.
 - February 23rd is the projected date for officially implementing 211.
 - Concerns over the public dialing 211 instead of 911 - Discussion
 - Suggests a subcommittee to work with 211 technical personnel to develop problem-solving with this issue.
 - Actual crisis calls to 211 cannot be redirected without instructing the caller to hang-up and dial 911.
 - The biggest problem is assessing the immediate medical concerns of the caller.
 - Develop a compatible program with 911.
 - It has been reported that King County has already implemented 211.
 - The agreement is not in place as of January 19, 2006, but arrangements are in the works.
 - King County signed a preliminary 211 agreement.
 - Benton County has also signed a preliminary 211 agreement.
 - Success appears to depend upon 211 and 911 coordination.
 - Deb Welsh from Skagit County moved to create a subcommittee to develop solutions and operating procedures for the 211 operations.
 - Dan Aycock seconded the motion.
 - The motion carried.
 - Steve Reinke was appointed by Chris Fischer to Chair the subcommittee.
 - William Boyd and Jeanne Massingham expressed interest in the subcommittee.
 - Mr. Oenning will send copies of 211 legislation to Steve Reinke.
 - How does 211 work? – Patti VonBargen
 - The 211 is translated to an existing phone number for a referral service.
 - The set-up is on an exchange by exchange basis with each going to a particular 211 center.
 - One of 211's objective is to keep non-emergencies from clogging the 911 lines in times of emergencies.
 - Routing Issue – Discussion
 - Lorlee Mizell expressed concerns regarding 211 and 911 calls crossing near state borders.
 - Dan Aycock expressed concerns regarding overall 211 effectiveness.
 - Jeanne Massingham brought up the issue of accuracy of information and call origination from cellular phones.
 - Concern over wireless calls defaulting to PSAP.
 - Working with them will hopefully solve problems.

- **New Policy Subcommittee – Lorri Gifford**

- Lorri Gifford proposed the creation of a Policy Review Subcommittee for FY07.

- Steve Reinke from Kittitas County moved to approve
- Dan Aycock from Walla Walla seconded the motion.
 - Discussion
 - Some concerns were voiced regarding the flow of information and it was noted that those who represent need to communicate.
 - Deb Welsh offered to chair the subcommittee.
 - Confusion over what constitutes small, medium, and large counties.
 - There was a recommendation that there should be one from the east side and one from the west side for each category due to previous success.
 - The motion carried.
 - Deb Welsh was appointed by Chris Fischer as chair.
- Folders were distributed to interested parties.
- There was a request to have a block of time reserved for reporting on this subcommittee on the Coordinator Forum Agenda.
- **Strategic Planning Subcommittee – Bob Oenning**
 - Mr. Oenning recommended the development of a committee to track relevant achievements and pending tasks.
 - Dan Aycock from Walla Walla moved to create a Strategic Planning Subcommittee to write a strategic plan of relevant accomplishments and objectives.
 - Patti VonBargen of Whitman and Asotin counties seconded the motion.
 - Discussion – None.
 - The motion carried.
 - Dan Aycock of Walla Walla was appointed Chair.
 - Members should contact Dan Aycock if they are interested in being a part of this subcommittee as it drives the budget and impacts many areas of E911.
 - Request from Chris Fischer for the State Office to provide a past Strategic Plan for the new committee to emulate.
- **Training Priority Recommendation – Chris Fischer**
 - Prioritizing who should get into training courses first.
 - 1st – Primary PSAP personnel
 - 2nd – Secondary PSAP personnel
 - 3rd – Tribal PSAP personnel
 - Acting as secondary PSAP and should be considered as such.
 - Steve Reinke from Kittitas moved to accept this recommendation.
 - Stephanie Fritts from Pacific seconded the recommendation.
 - Discussion
 - Olympic National Park listed as secondary PSAP.
 - The current policy is that the trainees need to be employed by an agency.
 - The motion carried.
 - Determining how to fill available training space – Discussion

- In a public safety environment, those who use the system on a daily basis should have priority with training.
 - Discussion over how the cost of training is handled with “outside” attendees for training.
 - Bruce Baardson suggested that “outsiders” (public entities) could simply be made ineligible for this training.
 - Accurate records reflecting who is primary, secondary, and tertiary should alleviate this situation.
 - Stephanie Fritts from Pacific moved adopt a policy for available training space after the primary and secondary PSAP personnel have been offered first opportunities for training:
 - Training openings will be filled on a case-by-case basis by public agencies only as appropriate and needed, and as confirmed by the local county coordinators.
 - Joseph Coultman of the Fire Protection Policy Board seconded the motion.
 - The motion carried.
- **Other announcements:**
 - APCO Summer Training Conference is in the third weekend in June.
- **Motion to adjourn:**
 - Dan Aycock of Walla Walla made the motion to adjourn.

The next scheduled E911 Advisory Committee meeting is THURSDAY, FEBRUARY 16, 2006 at
THE LAQUINTA INN & SUITES in Federal Way, Washington
32124 – 25TH AVENUE S
FEDERAL WAY, WA 98003
(253) 529-4000

- **Action Items from January 16, 2005 meeting:**
 - Dan Aycock moved to approve as written the minutes of the November 17, 2005 meeting. Steve Reinke seconded the motion. The motion carried.
 - Steve Reinke moved to approve the creation of a Policy Review Subcommittee for FY07. Dan Aycock seconded. The motion carried.
 - Dan Aycock moved to create a Strategic Planning Subcommittee to track relevant achievements and objectives. Patti VonBargen seconded. The motion carried.
 - Steve Reinke moved to accept the training recommendation order as presented. Stephanie Fritts seconded. The motion carried.
 - Stephanie Fritts moved to adopt a policy for available training space after the primary and secondary PSAP personnel have been offered first opportunities for training: “Training openings will be filled on a case-by-case basis by public agencies only as appropriate and needed, and as confirmed by the local county coordinators”.